

# **Appendix F**

## **Consumer Complaint Logs, 2003-2007**



**Nebraska**  
Relay

# Nebraska Public Service Commission

COMMISSIONERS:  
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June 30, 2003

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
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Washington, DC 20544

Erica Myers  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 6-A432  
Washington DC 20544  
[emyers@fcc.gov](mailto:emyers@fcc.gov)

RE: TRS Consumer Complaint Log Summaries for June 1, 2002 through May 31, 2003  
Docket # 98-67

Dear Ms. Dortch and Ms. Myers,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Ring No Answer
- Busy Signal/Blockage
- Relay Not Available 24 hours a day
- CA Typing Speed
- CA Typing
- CA Hung up on the Caller
- Failed to use recording feature to record answering machines, interactive response recordings, etc.
- Failed to follow proper Emergency Call Handling Procedures
- Failed to offer or use proper Speech to Speech Call Handling Procedures
- Failed to offer or use proper Spanish to Spanish Call Handling Procedures
- VCO Break-Down

- HCO Break-Down
- STS Break-Down
- 711 Problems
- ASCII/Baudot Break-Down
- Line Disconnected
- Confidentiality Breach
- Replaced CA improperly in the middle of a call
- Carrier of Choice not Available/Other Equal Access problems
- Did not supply information on how to file a complaint with the FCC

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of several equal access complaints in which the carrier involved is still working to become a carrier through relay.

Please feel free to contact myself at 402-471-3101 (V/TTY) or 402-471-0213 (TTY) or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Steven G. Stovall, Staff Accountant/TRS Administrator  
Nebraska Public Service Commission

Enclosure

Cc: Erica Myers  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 6-A432  
Washington, DC 20554

# Nebraska Complaint Report

6/1/02 to 5/31/03

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## ***Service Complaints--CA Typing Speed***

***Inquire Date 10/3/02  
Record ID 5043  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 10/3/02  
Resolution 10/3/02***

Customer reported that the relay answered her call too slowly. The Customer also stated that the CA's typing was very slow. She did not have a specific CA number.

Customer Service apologized for the inconvenience and requested she get a CA number if she experiences slow typing again. Customer Service also told her that we would have the technical staff check to be sure there were no technical reasons for her slow connection time. The Customer was satisfied and said she would call back in if she had any more problems. The Customer did not call back.

The relay was experiencing high call volumes on this day. This caused a slight delay in average answer seconds at times.

On 10/3/02 – NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (88% of all calls were answered within 10 seconds.)

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## ***Service Complaints-- Ringing/No Answer***

***Inquire Date 12/16/02  
Record ID 5294  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Kay Darnall  
Response Date 12/16/02  
Resolution 12/16/02***

Customer reported via fax that they had tried to call the relay but were unable to connect after two minutes. The Customer also stated she had attempted to call Customer Service, but did not receive an answer.

Customer Service apologized and explained to the Customer the relay was experiencing high call volumes at that time and suggested that the Customer stay on the line for the next available CA. Customer Service personnel were also busy at this time helping supervise the relay floor.

On 12/16/02 – NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (95% of all calls were answered within 10 seconds on this day.)

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## ***Service Complaints-- Ringing/No Answer***

***Inquire Date 3/4/03  
Record ID 5388  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Christa Cervantes  
Response Date 3/4/03  
Resolution 3/4/03***

Customer reported via email that she had tried to reach the relay to make a call on Friday, February 28, 2003 at 9:45 a.m. but was unable to connect to the relay. The Customer also stated that she let the phone ring six times, but did not receive an answer.

Customer Service responded via email. Customer Service apologized for the inconvenience and explained that the relay was experiencing high call volumes at that time and suggested that the Customer stay on the line for the next available CA.

The Customer was satisfied with the explanation.

On 3/4/03 – NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (94% of all calls were answered within 10 seconds on this day.)

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***Service Complaints--  
Ringing/No Answer***

***Inquire Date 3/19/03  
Record ID 5439  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Christa Cervantes  
Response Date 3/19/03  
Resolution 3/19/03***

Customer inquired why the relay was busy. She had dialed 711 but was unable to connect to the relay.

Customer Service apologized and explained that the relay was experiencing high call volumes at that time and suggested that the Customer stay on the line for the next available CA.

The Customer was satisfied with the explanation.

On 3/19/03 -- NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (95% of all calls were answered within 10 seconds on this day.

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***Service Complaints--  
Ringing/No Answer***

***Inquire Date 1/23/03  
Record ID 5700  
Call Taken By Supervisor  
CA Number  
Responded By Brenda Malsbury  
Response Date 1/23/03  
Resolution 1/23/03***

Customer reported she dialed 711, but the call was not answered.

Customer Service explained that the Nebraska Relay center had been down for a short period of time. All calls were automatically rerouted to another center for processing. The relay was experiencing high call volumes. Customer Service suggested that she try again and wait on the line for the next available CA. The Customer was satisfied.

On 1/23/03 -- NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (88% of all calls were answered within 10 seconds.)

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***Technical Complaints--711  
Problems***

***Inquire Date 6/30/02  
Record ID 4684  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 6/30/02  
Resolution 7/1/02***

Voice Customer reported that he wanted to make a call on his cellular phone, but receives TTY tones every time he calls into the relay.

Customer Service explained that his calls are automatically connecting in TTY mode, and that the CA would change the connect mode to voice if he would remain on the line. Technicians researched the issue and have changed the connect mode on this number to voice. The Customer was pleased.

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***Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access***

***Inquire Date 7/30/02  
Record ID 4847  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 7/30/02  
Resolution 7/30/02***

The caller wanted information on how to become a carrier through the relay service. He had a relay Customer who has Hardington PIC'd as his carrier. However, this Customer is not able to use Hardington at this time through the relay.

Customer Service told him the information would be sent to him as soon as possible. A letter was sent on 7/30/02 explaining the process and the necessary connections.

This Customer is now PIC'd to WorldCom as requested by Hardington, as WorldCom is their underlying carrier. The Customer is pleased with the outcome.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 8/6/02  
**Record ID** 4989  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Barb Handrup  
**Response Date** 8/6/02  
**Resolution** 8/6/02

Customer wanted to change her long distance carrier from MCI to Alltel. The Customer stated she had talked to Alltel and they are supposed to be available through the relay.

A call was returned to the Customer and a message was left on her answering machine explaining that Alltel is not a carrier through the relay.

Customer Service has contacted Alltel on several occasions, requesting they become a carrier through the relay. However at this time, Alltel has not opened up the necessary CIC codes to the relay service in order to provide long distance service to their customers who use the relay. According to Alltel representatives, they are continuing to work on this matter.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 8/6/02  
**Record ID** 4990  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 8/6/02  
**Resolution** 8/7/02

Customer called Alltel and was told that they can call anywhere and use their long distance service. Alltel stated that they did participate through the relay service.

Customer Service returned the Customer's call and left a message on an answering machine explaining that Alltel is not a carrier at this time and that Hamilton is working with Alltel to resolve this situation.

Customer Service has contacted Alltel on several occasions, requesting they become a carrier through the relay. However at this time, Alltel has not opened up the necessary CIC codes to the relay service in order to provide long distance service to their customers who use the relay. According to Alltel representatives, they are continuing to work on this matter.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 8/6/02  
**Record ID** 4993  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Chris Doyle  
**Response Date** 8/6/02  
**Resolution** 8/6/02

Customer requested the telephone numbers for AT&T, Sprint and Qwest. She wants to change her long distance carrier and was very disappointed that Alltel was not a carrier of choice through the relay service.

Customer Service gave her the Customer Service numbers for the carriers she requested and suggested she call Alltel and voice her concerns. Customer Service stated that Hamilton is working with Alltel to resolve this situation.

This complaint is from the same customer as above.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 12/6/02  
**Record ID** 5218  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Christa  
Cervantes/Dixie  
**Response Date** 12/6/02  
**Resolution** 12/6/02

Customer was very angry. She wanted to use Cox as her long distance carrier, but was told by relay that they are not available. She wanted to call her children, who are both Deaf, and her TTY is broken.

Customer Service explained to this Customer that Cox has chosen to not participate through the relay service. However, the Customer was not satisfied. The Customer was transferred to the Director of Relay's office, where the Customer left a message.

The Director called her back at approximately 4:30 p.m. on 12/6/02 and explained that Cox has not given us the information we need in order to have them be a carrier through the relay service. The Director also encouraged the Customer to call the Nebraska Public Service Commission (PSC) and voice her concerns.

The Customer understood and was happy with the information acquired. She stated that she would call the PSC.

Hamilton worked with Cox Communications to help them become a carrier through the relay. However, because of technical complications between Cox Communications and the relay service, it was not possible for Cox to become a carrier immediately. Therefore, the relay set

up a way to allow customers who wanted to use Cox as their long distance carrier to have their calls go through until the technical issues could be resolved. Cox became fully accessible through the relay two weeks after this.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 2/5/03  
**Record ID** 5326  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 2/5/03  
**Resolution** 2/5/03

This Customer inquired if Alltel is a carrier offered through the relay service. She was helping someone complete a relay Customer Profile and did not see Alltel listed as an option.

Customer Service explained that at this time Alltel has not given us the information necessary to become a carrier through the relay service. Customer Service suggested that she call the PSC if she had further concerns.

Customer Service has contacted Alltel on several occasions, requesting they become a carrier through the relay. However at this time, Alltel has not opened up the necessary CIC codes to the relay service in order to provide long distance service to their customers who use the relay. According to Alltel representatives, they are continuing to work on this matter.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 4/24/03  
**Record ID** 5612  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 4/24/03  
**Resolution** 4/24/03

Customer wanted to use Qwest as her long distance carrier of choice. She has tried several times to make long distance relay calls but her calls will not go through.

Customer Service explained that at this time, Qwest is not a carrier through the relay service and suggested that she call Qwest and request they become a carrier. Customer Service also explained that the relay was working with Qwest on this issue.

The caller thanked Customer Service for the information and stated she would call Qwest.

Qwest has since become a carrier through the relay and the Customer has been notified.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 4/25/03  
**Record ID** 5614  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 4/25/03  
**Resolution** 4/25/03

(via relay) Customer was unable to use Qwest to place long distance calls through relay.

Customer Service explained that at this time, Qwest is not a carrier through the relay service and suggested that she call Qwest and request they become a carrier. Customer Service also explained that the relay was working with Qwest on this issue. The caller understood.

Qwest has since become a carrier through the relay and the Customer has been notified.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 4/28/03  
**Record ID** 5616  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 4/28/03  
**Resolution** 4/28/03

Customer was not able to place long distance calls through the relay using his carrier of choice, Alltel.

Customer Service explained that Alltel is not a carrier through the relay service. Customer Service offered to inform the caller when Alltel became a carrier.

Customer Service also sent information on setting up a Customer Profile and a list of long distance carriers that the Customer had requested. The Customer was satisfied.

Customer Service has contacted Alltel on several occasions, requesting they become a carrier through the relay. However at this time, Alltel has not opened up the necessary CIC codes to the relay service in order to provide long distance service to their customers who use the relay. According to Alltel representatives, they are continuing to work on this matter.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 5/1/03  
**Record ID** 5620  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 5/1/03  
**Resolution** 5/1/03

Customer was unable to use Qwest to place long distance calls through relay.

Customer Service explained that at this time, Qwest is not a carrier through the relay service and suggested that she call Qwest and request they become a carrier. Customer Service also explained that the relay was working with Qwest on this issue. The caller understood.

Qwest has since become a carrier through the relay and the customer has been notified.

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**Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access**

**Inquire Date** 3/5/03  
**Record ID** 5663  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By** Mila Simmons  
**Response Date** 3/5/03  
**Resolution** 3/5/03

Customer stated that she had changed her long distance carrier to Qwest; however, she was still being billed for relay calls through AT&T.

Customer Service explained that if the Customer does not notify the CA before a call begins, AT&T is the default carrier. Customer Service also explained that Qwest is not a participating long distance carrier through the relay. The Customer requested the names and numbers of participating long distance carriers. Customer Service gave her the information and suggested that she set up a Customer Profile when she determined who her carrier would be.

Qwest has since become a carrier through the relay.

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**Technical Complaints--Line  
Disconnected**

**Inquire Date** 7/29/02  
**Record ID** 4860  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 7/29/02  
**Resolution** 7/29/02

Customer stated he could not connect to the relay service by calling either 711 or the 800 relay access number. Every time he tried, his TTY disconnects.

Customer Service suggested he call his local phone company to see if there might be a problem with the TTY or the telephone line. The caller thanked Customer Service for the information.

Technicians were unable to find a technical reason at the relay for the TTY disconnecting.

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**Technical Complaints--Relay  
Not Available 24 Hrs a Day**

**Inquire Date** 9/13/02  
**Record ID** 4915  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 9/13/02  
**Resolution** 9/13/02

A Customer from Kansas called to say that he could not get into the Nebraska Relay using the 800 number. He was receiving a busy signal.

Customer Service explained that the relay was experiencing technical difficulties and suggested that he dial 711 to reach the Kansas Relay. Customer Service asked him to call back to the Customer Service number if he was unsuccessful dialing 711. Customer Service did not receive a return call from the Customer.

The SS7 card in the Nebraska switch reset causing the switch to stop responding. The relay was down because the SS7 card problems caused the automatic rerouting to other centers to fail. All calls were manually rerouted to another center.

On 9/13/02 - NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91% of all calls were answered within 10 seconds.)

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**Technical Complaints--Relay  
Not Available 24 Hrs a Day**

**Inquire Date** 9/13/02  
**Record ID** 4916  
**Call Taken By Supervisor**  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 9/13/02  
**Resolution** 9/13/02

A representative called from the Nebraska Commission of the Deaf and Hard of Hearing (NCDHH) to say he had received a call from a TTY user who stated she was unable to connect to the relay.

Customer Service explained that the relay had been experiencing technical difficulties. However, the problem had been solved. Customer Service suggested the TTY user try her call again. The caller stated he would instruct the Customer to try making her call again.

The SS7 card in the Nebraska switch reset causing the switch to stop responding. The relay was down because the SS7 card problems caused the automatic rerouting to other centers to fail. All calls were manually rerouted to another center.

On 9/13/02 – NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91% of all calls were answered within 10 seconds.)

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**Technical Complaints--Relay  
Not Available 24 Hrs a Day**

**Inquire Date** 10/15/02  
**Record ID** 5044  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By** Jody Kent  
**Response Date** 10/15/02  
**Resolution** 10/15/02

Customer reported that he was not able to reach the relay service and requested another number to dial. The Customer asked if he could use a different state's relay.

Customer Service explained that the relay was having technical difficulties and requested he try his call again in a few minutes. Technicians were aware of the problem and were working to solve it as quickly as possible. Customer Service also explained to him that he could try and call another state's relay service, but only if he was making an interstate call. Another relay would not be able to place an in-state call for him.

The SS7 card in the Nebraska switch reset causing the switch to stop responding. The relay was down because the SS7 card problems caused the automatic rerouting to other centers to fail. All calls were manually rerouted to another center.

On 10/15/02 – NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91% of all calls were answered within 10 seconds.)

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**Technical Complaints--Relay  
Not Available 24 Hrs a Day**

**Inquire Date** 10/15/02  
**Record ID** 5045  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By** Jody Kent  
**Response Date** 10/15/02  
**Resolution** 10/15/02

Customer inquired why he was not able to reach the relay service.

Customer Service explained that the relay was having technical difficulties and requested he try his call again in a few minutes. Technicians were aware of the problem and were working to solve it as quickly as possible. Customer Service also explained to him that he could try and call another state's relay service, but only if he was making an interstate call. Another relay would not be able to place an in-state call for them.

The SS7 card in the Nebraska switch reset causing the switch to stop responding. The relay was down because the SS7 card problems caused the automatic rerouting to other centers to fail. All calls were manually rerouted to another center.

On 10/15/02 – NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91% of all calls were answered within 10 seconds.)

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**Technical Complaints--Relay  
Not Available 24 Hrs a Day**

**Inquire Date** 10/15/02  
**Record ID** 5046  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By** Jody Kent  
**Response Date** 10/15/02

Customer inquired why he was not able to reach the relay service.

Customer Service explained that the relay was having technical difficulties and requested he try his call again in a few minutes. Technicians were aware of the problem and were working to solve it as quickly as possible. Customer Service also explained to him that he could try and call another state's relay service, but only if they were making an interstate call. Another relay would not be able to place an in-state call for him.

The SS7 card in the Nebraska switch reset causing the switch to stop responding. The relay

**Resolution 10/15/02**

was down because the SS7 card problems caused the automatic rerouting to other centers to fail. All calls were manually rerouted to another center.

On 10/15/02 – NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91% of all calls were answered within 10 seconds.)

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**Technical Complaints--Relay  
Not Available 24 Hrs a Day**

**Inquire Date 10/15/02**

**Record ID 5047**

**Call Taken By Supervisor**

**CA Number**

**Responded By Mila Simmons**

**Response Date 10/15/02**

**Resolution 10/15/02**

Customer inquired why she was not able to reach the relay service.

Customer Service explained that the relay was having technical difficulties and requested she try her call again in a few minutes. Technicians were aware of the problem and were working to solve it as quickly as possible. Customer Service also explained to her that she could try and call another state's relay service, but only if she was making an interstate call. Another relay would not be able to place an in-state call for her.

The SS7 card in the Nebraska switch reset causing the switch to stop. The relay was down because the SS7 card problems caused the automatic rerouting to other centers to fail. All calls were manually rerouted to another center.

On 10/15/02 – NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91% of all calls were answered within 10 seconds.)

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**Technical Complaints--Relay  
Not Available 24 Hrs a Day**

**Inquire Date 11/11/02**

**Record ID 5173**

**Call Taken By Supervisor**

**CA Number**

**Responded By Mila Simmons**

**Response Date 11/11/02**

**Resolution 11/11/02**

Customer inquired why he was not able to reach the relay service.

Customer Service explained that the relay was having technical difficulties and requested he try his call again in a few minutes. Technicians were aware of the problem and were working to solve it as quickly as possible. Customer Service also explained to him that he could try and call another state's relay service, but only if he was making an interstate call. Another relay would not be able to place an in-state call for him.

The SS7 card in the Nebraska switch reset causing the switch to stop responding. The relay was down because the SS7 card problems caused the automatic rerouting to other centers to fail. All calls were manually rerouted to another center.

On 11/11/02 – NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (92% of all calls were answered within 10 seconds.)

June 30, 2004

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
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Room TW-B204  
Washington, DC 20554

Erica Myers  
Federal Communications Commission  
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445 12<sup>th</sup> Street, SW  
Room 6-A432  
Washington DC 20554  
Erica.Myers@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2003 through May 31, 2004  
DA 04-1599

Dear Ms. Dortch and Ms. Myers,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Typing Speed
- CA Typing
- Confidentiality Breach

- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Service complaint categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In most cases, it is not clear if the calls that generated these complaints came through the relay centers that process Nebraska relay calls. Our relay provider, Hamilton Relay, believes that most of these calls were not processed through its relay centers. However, the State of Nebraska wanted the FCC to have this information. In May of this year, Hamilton began blocking all calls from international IP addresses.

Please feel free to contact myself at 402-471-3101 (V/TTY) or 402 471-0213 (TTY) and ask for Steve at the Nebraska Public Service Commission or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Steven G. Stovall, Staff Accountant/TRS Administrator  
Nebraska Public Service Commission

Enclosures

Cc: Erica Myers  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 6-A432  
Washington, DC 20554

# **Nebraska Relay Complaint Report**

**6/1/03 to 5/31/04**

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## **External Complaints-- Miscellaneous**

**Inquire Date 9/10/03  
Record ID 5891  
Call Taken By Program Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 9/10/03  
Resolution 9/10/03**

Customer received a relay call in which the person ordered 30 pairs of shoes, billed them to a credit card and requested they be shipped to West Africa. She suspected fraud and wanted to report it to us.

The Operations Manager explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. The Manager informed the Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. The Manager suggested reporting this type of activity to the local authorities.

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## **External Complaints-- Miscellaneous**

**Inquire Date 10/15/03  
Record ID 5968  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Shelley Collingham  
Response Date 10/15/03  
Resolution 10/15/03**

Customer has been receiving fraudulent calls through Internet Relay. Customer stated he/she knows it is fraud because they order \$1000.00 of toner cartridges or ink cartridges, and have them shipped to New York or somewhere else out of the country.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer thought the call was coming through Sprint Internet Relay. Customer Service gave the Customer Service number for Sprint Relay to the Customer.

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## **External Complaints-- Miscellaneous**

**Inquire Date 10/22/03  
Record ID 6023  
Call Taken By Supervisor  
CA Number  
Responded By Mila  
Response Date 10/22/03  
Resolution 10/22/03**

Customer called to report they received threatening phone calls through relay and wanted to know if they could get any information. Customer asked if the operator has to relay the call even if threatening?

Supervisor explained relay and the rules that require the service to relay all calls verbatim regardless of content. Supervisor further explained the rules governing confidentiality and relay calls. Supervisor suggested that the Customer call her local telephone company or report the incident to local police. Customer Service further explained that if the Customer gets a Court order, then we could release the call information to the Court.

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## **External Complaints-- Miscellaneous**

**Inquire Date 11/23/03  
Record ID 6051  
Call Taken By Lead CA  
CA Number  
Responded By Chris  
Response Date 11/23/03  
Resolution 11/23/03**

Customer reported he has been receiving harrassing calls through relay and does not want to receive any relay calls.

Supervisor explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the Customer call her local telephone company or report the incident to local police. Supervisor further explained that if the Customer gets a Court order, then we could release the call information to the Court. Customer understood.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 12/29/03  
**Record ID** 6137  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Shelley Collingham  
**Response Date** 12/29/03  
**Resolution** 12/29/03

Customer reported that both she and her daughter, who lives out of state, were receiving prank calls through the relay and wanted to know how they got their telephone numbers. Customer stated the calls are coming from a (216) area code.

Customer Service explained the relay service and informed the Customer that the person calling them would already have the number to call when they call into the relay. Customer Service suggested reporting this type of activity to the local authorities.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 12/30/03  
**Record ID** 6146  
**Call Taken By** Program Mgr  
**CA Number**  
**Responded By** Barb Handrup  
**Response Date** 12/30/03  
**Resolution** 12/30/03

Customer called to complain that she and other family members received relay calls in which the caller informed these people of a tragedy that was not true. Customer had filed a complaint with the County and gave the telephone numbers to which the calls had been placed.

Program Manager explained to the Customer that we would document the complaint and gave a general description of relay. Program Manager further explained that if the Customer gets a Court order, then we could release the call information to the Court. Customer was satisfied with that information.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 1/14/04  
**Record ID** 6190  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Mila S.  
**Response Date** 1/14/04  
**Resolution** 1/14/04

Customer reported receiving prank calls through relay and wanted all relay calls blocked.

Customer Service explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the Customer call her local telephone company or report the incident to local police. Customer Service further explained that if the Customer gets a Court order, then we could release the call information to the Court. Customer understood.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 2/5/04  
**Record ID** 6257  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 2/5/04  
**Resolution** 2/5/04

Customer stated his son received two relay calls about midnight last night on cell phone. They did not recognize the numbers on the caller ID so did not answer. This morning he had a message about IP Relay on his cell phone. Customer then called Alltel who said the numbers were fax numbers. She wanted relay to look up the numbers and tell them who the calls are from.

Supervisor explained relay. Supervisor verified that the message was identified as IP Relay and explained that a different relay provider identifies their calls as IP. Supervisor suggested she call that relay provider if she felt the call was a prank or call the local authorities. Customer was satisfied with the information given.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 2/29/04  
**Record ID** 6290  
**Call Taken By** Supervisor  
**CA Number** 1171  
**Responded By** Brenda M.  
**Response Date** 2/29/04  
**Resolution** 2/29/04

Customer was angry because he/she was receiving harassing relay calls and does not want to receive any relay calls. Customer had asked the CA to quit calling but the CA continued to call. Customer is going to report this to the Attorney General.

The Supervisor explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the Customer call her local telephone company or report the incident to local police. Customer Service further explained that if the Customer gets a Court order, then we could release call information to the Court.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 2/22/04  
**Record ID** 6293  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Vicki H.  
**Response Date** 2/22/04  
**Resolution** 2/22/04

Customer wants to block all relay calls.

The Lead CA explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. The Lead CA suggested that the Customer call her local telephone company or report the incident to local police. The Lead CA further explained that if the Customer gets a Court order, then we could release call information to the Court.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 3/8/04  
**Record ID** 6388  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 3/8/04  
**Resolution** 3/8/04

Customer has received several fraudulent calls through relay in which the caller wants items shipped to Nigeria.

The Lead Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue.

The caller said the calls came through Sprint Relay. The Lead Supervisor explained that Sprint Relay is a different company than Hamilton Relay or Nebraska Relay and suggested the Customer contact Sprint to report the incident.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 4/29/04  
**Record ID** 6458  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Shelley Collingham  
**Response Date** 4/30/04  
**Resolution** 4/30/04

Customer reported receiving a possible fraudulent call through relay.

The Lead CA informed the Customer that Customer Service would call them back on the following day.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested reporting this type of activity to the local authorities.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 4/26/04  
**Record ID** 6461  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Shelley Collingham  
**Response Date** 4/27/04  
**Resolution** 4/27/04

Customer said her daughter had just called her a few minutes ago and the male CA relaying the call was singing profanity. The customer did not know the CA's number, but thought it was 7 something.

The Supervisor apologized to the customer and assured her that this incident would be investigated. The customer was satisfied with the information given by Customer Service. The Technical Department determined that this relay call did not go through any of Hamilton's Relay centers.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 4/20/04  
**Record ID** 6475  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 4/20/04  
**Resolution** 4/20/04

Customer is receiving fraudulent calls from Nigeria through relay. She thought the calls were from Sprint but this is not sure. Customer also wants to block the number 234-080-334-88140.

The Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. The Lead CA informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider.

The Lead CA explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. The Lead CA suggested that the Customer call her local telephone company or report the incident to local police. The Lead CA further explained that if the Customer gets a Court order, then we could release call information to the Court.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 4/14/04  
**Record ID** 6480  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 4/14/04  
**Resolution** 4/14/04

Customer reported receiving two relay calls today, in which the caller ordered stethoscopes valued at \$4939.00 and wanted them sent to Nigeria.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested reporting this type of activity to the local authorities.

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**Service Complaints--CA Hung  
Up on Caller**

**Inquire Date** 6/24/03  
**Record ID** 5059  
**Call Taken By** Program Manager  
**CA Number** 1244  
**Responded By** Barb per Dee  
**Response Date** 6/26/03  
**Resolution** 6/26/03

Customer reported that CA 1244 typed "person hung up" when the call was finished and then disconnected. Customer had an additional question but the CA had disconnected her.

Customer Service apologized to the Customer for the inconvenience and explained that the CA will be counseled and will be monitored frequently to ensure procedures are being followed.

The CA was counseled and has been monitored more frequently.

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***Service Complaints--CA Typing******Inquire Date 10/15/03******Record ID 5946******Call Taken By Supervisor******CA Number 3091******Responded By Brenda M.******Response Date 10/15/03******Resolution 10/15/03***

Customer was not happy with CA 3091's typing and stated the CA made too many errors, put xxxs in the conversation and typed a lot of strange words, like jore. The customer thought the conversation was hard to follow.

Customer Service assured the customer that the CA's Supervisor would be notified. The CA was counseled and will be monitored frequently for typing accuracy. In checking the CA's typing scores it was found that the CA has a typing speed of 85 wpm with 100% accuracy.

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***Service Complaints--CA Typing******Inquire Date 12/19/03******Record ID 6159******Call Taken By Customer Service Rep******CA Number 3031******Responded By Shelley/Kay******Response Date 1/5/04******Resolution 1/5/04***

(via fax) Voice Customer indicated she was unhappy with the CA because the CA kept asking her to repeat and to speak slower. When the CA would ask her to repeat after... (then would read back the last part of the conversation), it was things that the caller had not said.

The Lead Supervisor spoke with the CA about this call. The CA stated that the person was speaking very quickly and was difficult to keep up with. It was determined the CA followed correct procedures for asking the customer to speak slower and to repeat. The Outreach Coordinator contacted this person and explained the situation. Customer was satisfied with the answers given. In checking the CA's typing scores it was found that the CA has a typing speed of 72 wpm with 99% accuracy.

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***Service Complaints--CA Typing Speed******Inquire Date 8/17/03******Record ID 5840******Call Taken By Lead CA******CA Number******Responded By Tina Collingham******Response Date 8/17/03******Resolution 8/17/03***

Customer uses a Dialogue VCO phone and reported having trouble reading the CAs typing. CAs are typing too fast.

Customer Service checked the customer's profile, which did not indicate slow typing. Customer Service explained that CAs will ask the called party to speak slowly, but sometimes the person on the receiving end of the call forgets, and talks very quickly. The CAs have to type quickly in order to keep up. Customer Service also suggested that the caller ask the CA if he/she is connected in Baudot or Turbo Code. Turbo Code sends information at a quicker rate than Baudot, and this could be causing the customer some problems as well. The customer thanked Customer Service for the information and was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure******Inquire Date 9/30/03******Record ID 5980******Call Taken By Lead CA******CA Number******Responded By Shelley Collingham******Response Date 10/1/03******Resolution 10/1/03***

Customer was upset because the CA had typed only part of a recording and then asked the caller if he wanted to leave a message. The caller asked the CA if that was the entire message. The CA typed "No" and typed the message again. The customer also wanted to know if there was any information in his customer profile about leaving messages.

The Lead CA checked the customer's profile, which indicated no answering machine messages be typed to him. The caller asked to have his profile changed so the CAs would again type all answering machine messages to him. The customer was satisfied.

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***Service Complaints--Didn't Follow Voice Mail/Recording Procedure***

***Inquire Date 12/5/03  
Record ID 6088  
Call Taken By Lead Supervisor  
CA Number 1222 & 3022  
Responded By Christa  
Response Date 12/5/03  
Resolution 12/5/03***

Customer stated that he did not feel the CAs were typing the entire recording on his calls. When asked by the caller, both CAs said they had typed the recordings in their entirety but he was not sure that was true. The customer requested the Lead Supervisor take over his call to assure all information was being typed. The customer also changed his profile to indicate that no recordings be typed to him unless he specifically requests it. The customer also had questions regarding being charged high rates by AT&T on his telephone bill.

The Lead Supervisor took over the call and typed the answering machine message as well as the options given afterwards. The caller said he had not seen those options before and thanked the Lead Supervisor for typing them. The Lead Supervisor explained he would need to choose a long distance carrier and add it to his customer profile in order to be billed by a company other than AT&T. Customer Service also suggested he send a copy of his telephone bill to Customer Service so a refund could be made. The customer was very happy. Both CAs were counseled and retrained on the correct Recording Procedures.

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***Service Complaints--Miscellaneous***

***Inquire Date 9/30/03  
Record ID 5981  
Call Taken By Program Mgr  
CA Number 3091  
Responded By Barb Handrup  
Response Date 9/30/03  
Resolution 9-30/03***

Customer received a call through the relay and thought it took CA 3091 a long time to respond after the GA.

The Operations Manager apologized and told the customer CA 3091 would be counseled to see if there was a technical reason for this problem. If there was not a technical problem, the CA will be monitored closely to be sure that the calls are being processed as quickly as possible. The CA was counseled and no technical problem was found. The CA will be monitored more frequently to ensure procedures are being followed. The customer was satisfied.

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***Service Complaints--Miscellaneous***

***Inquire Date 11/19/03  
Record ID 6036  
Call Taken By lead supervisor  
CA Number 1283  
Responded By Christa Cervantes  
Response Date 11/19/03  
Resolution 11/19/03***

Hardington Telephone Company called to say a customer reported that CA 1283 told her she could not use her long distance carrier of choice for her call. The customer said the CA stated she would have to use AT&T.

Upon investigation, the Lead Supervisor determined that the called number would not dial through on Worldcom, the Customer's carrier of choice. The Lead CA tried dialing the number using AT&T as a carrier and discovered the line was busy. No reason could be determined why Worldcom was not letting the busy signal come through to the CA. The Lead Supervisor returned a call to Hardington Telephone Company, explained the situation, and asked if the customer would try their call again. He was satisfied with the information given.

The CA was also counseled on how to handle this situation in the future.

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***Service Complaints--Miscellaneous***

***Inquire Date 5/6/04  
Record ID 6535  
Call Taken By Supervisor  
CA Number  
Responded By Christa Cervantes  
Response Date 5/6/04  
Resolution 5/6/04***

Customer reported they are receiving relay calls early in the morning intended for their underaged daughter and wants to know what he can do to block them.

Lead Supervisor explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the Customer call his local telephone company or report the incident to local police. Customer Service further explained that if the Customer gets a Court order, then we could release call information to the Court.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 5/25/04  
Record ID 6558  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 5/25/04  
Resolution 5/25/04***

Business owner reported receiving a lot of scam calls through relay and wants to block all relay calls. Customer stated already contacted the police who are unable to help.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service informed Customer that when Hamilton receives a fraudulent call, the CA calls for a Supervisor. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service thanked the caller for calling the police department as that is our recommendation under these circumstances.

The Lead CA explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. The Lead CA suggested that the Customer call her local telephone company or report the incident to local police. The Lead CA further explained that if the Customer gets a Court order, then we could release call information to the Court.

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***Service Complaints--  
Ringling/No Answer***

***Inquire Date 6/30/03  
Record ID 5765  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 6/30/03  
Resolution 6/30/03***

Customer called 711 and did not get an answer.

Customer Service explained that the relay was experiencing high traffic volumes at the time and suggested that the Customer stay on the line for the next available CA. Customer Service also explained that additional staff had been called in to help with the situation. The customer understood.

On this date, a carrier that supplies telecommunications services to Hamilton experienced an outage forcing all calls to centers still in production.

On 6/30/03 – NRS was not in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (84% of calls were answered within 10 seconds on this day.)

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***Service Complaints--  
Ringling/No Answer***

***Inquire Date 6/30/03  
Record ID 5766  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 6/30/03  
Resolution 6/30/03***

Customer called 711 and did not get an answer.

Customer Service explained that the relay was experiencing high traffic volumes at the time and suggested that the Customer stay on the line for the next available CA. Customer Service also explained that additional staff had been called in to help with the situation. The customer understood.

On this date, a carrier that supplies telecommunications services to Hamilton experienced an outage forcing all calls to centers still in production.

On 6/30/03 – NRS was not in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (84% of calls were answered within 10 seconds on this day.)

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***Service Complaints--  
Ringling/No Answer***

***Inquire Date 6/30/03  
Record ID 5767  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 6/30/03  
Resolution 6/30/03***

Customer called 711 and did not get an answer.

Customer Service explained that the relay was experiencing high traffic volumes at the time and suggested that the Customer stay on the line for the next available CA. Customer Service also explained that additional staff had been called in to help with the situation. The customer understood.

On this date, a carrier that supplies telecommunications services to Hamilton experienced an outage forcing all calls to centers still in production.

On 6/30/03 – NRS was not in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (84% of calls were answered within 10 seconds on this day.)

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***Service Complaints--  
Ringling/No Answer***

***Inquire Date 6/30/03  
Record ID 5768  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 6/30/03  
Resolution 6/30/03***

Customer called 711 and did not get an answer. The user stated they only let the phone ring a couple of times, and then hung up.

Customer Service explained that the relay was experiencing high traffic volumes at the time and suggested that the Customer stay on the line for the next available CA. Customer Service also explained that additional staff had been called in to help with the situation. The customer was pleased with the information received.

On this date, a carrier that supplies telecommunications services to Hamilton experienced an outage forcing all calls to centers still in production.

On 6/30/03 – NRS was not in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (84% of calls were answered within 10 seconds on this day.)

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***Service Complaints--  
Ringling/No Answer***

***Inquire Date 10/2/03  
Record ID 5977  
Call Taken By Supervisor  
CA Number  
Responded By Mila S.  
Response Date 10/2/03  
Resolution 10/2/03***

Customer tried to call relay and did not get an answer.

The Lead CA explained that if all CAs are busy, the line will ring until someone is free. The customer understood.

On 10/2/03 – NRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (95% of all calls were answered in 10 seconds on this day.)

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***Technical Complaints--711  
Problems***

***Inquire Date 3/24/04  
Record ID 6373  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Shelley Collingham  
Response Date 3/24/04  
Resolution 3/24/04***

Customer called in because he/she was not able to access the relay by dialing 711. He/she could reach the relay by dialing the 800 number.

Customer Service suggested the caller contact his/her local telephone company regarding the 711 issue since they are able to reach the relay by dialing the 800 number. The Customer thanked Customer Service for the information and stated he/she would contact their local telephone company regarding the problem. Customer Service told the Customer to have the phone company call the Customer Service number if they did not understand the problem or need further assistance. The problem was isolated to a portion of the Omaha/Bellevue area and was fixed by the telephone company the same day.

**Technical Complaints--711 Problems**

**Inquire Date** 3/24/04  
**Record ID** 6376  
**Call Taken By** Customer Service Rep  
**CA Number**  
**Responded By** Shelley Collingham  
**Response Date** 3/24/04  
**Resolution** 3/24/04

Customer called in to say that she could not access relay by dialing 711.

Customer Service suggested the caller contact his/her local telephone company regarding the 711 issue since they are able to reach the relay by dialing the 800 number. The Customer thanked Customer Service for the information and stated he/she would contact their local telephone company regarding the problem. Customer Service told the Customer to have the phone company call the Customer Service number if they did not understand the problem or need further assistance. The problem was isolated to a portion of the Omaha/Bellevue area and was fixed by the telephone company the same day.

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**Technical Complaints--711 Problems**

**Inquire Date** 3/24/04  
**Record ID** 6377  
**Call Taken By** Customer Service Rep  
**CA Number**  
**Responded By** Shelley Collingham  
**Response Date** 3/24/04  
**Resolution** 3/24/04

Customer called in to say that she could not access relay by dialing 711.

Customer Service suggested the caller contact his/her local telephone company regarding the 711 issue since they are able to reach the relay by dialing the 800 number. The Customer thanked Customer Service for the information and stated he/she would contact their local telephone company regarding the problem. Customer Service told the Customer to have the phone company call the Customer Service number if they did not understand the problem or need further assistance. The problem was isolated to a portion of the Omaha/Bellevue area and was fixed by the telephone company the same day.

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**Technical Complaints--Carrier Choice not Available/Other Equal Access**

**Inquire Date** 10/20/03  
**Record ID** 6027  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Shelley Collingham  
**Response Date** 10/21/03  
**Resolution** 10/21/03

Customer just recently switched long distance companies from AT&T to Great Plains and wondered why they could not use them as a carrier through the relay service. Customer requested a return call.

The Lead CA explained to the Customer that Great Plains had not chosen to be a carrier with the relay service; therefore, the CA could not access that carrier. Customer Service contacted Great Plains Communications regarding the carrier issue, but no one from their company returned the calls.

Customer Service left a message at the number requested by the Customer and suggested that the Customer contact Great Plains and voice her concerns to them regarding this issue. Customer Service also explained the process of becoming a carrier through the relay to the Customer and offered to assist Customer as needed. At this time Great Plains is not a carrier available through relay.

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**Technical Complaints--Miscellaneous**

**Inquire Date** 1/23/04  
**Record ID** 6221  
**Call Taken By** Customer Service Rep  
**CA Number**  
**Responded By** Shelley Collingham  
**Response Date** 1/23/04  
**Resolution** 1/23/04

A customer called the relay and was transferred to Customer Service because the CA could not hear him. The customer said he had tried three different times and CAs were not able to hear him any of those times. The customer was not sure if it was his phone or something with relay.

Customer Service explained that she could hear him fine and apologized for the inconvenience. Customer Service investigated the incident and talked to the Supervisor and CA involved in the call. No technical problems could be detected, but the Technical Department was notified of the problem. It has not occurred since.

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June 23, 2005

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Dana Jackson  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room CY-C417  
Washington DC 20554  
[Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov)

RE: TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005  
CG Docket 03-123.

Dear Ms. Dortch and Ms. Jackson,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number

- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of several equal access complaints in which the carrier involved is still working to become a carrier through relay.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In some cases, it is not clear if the calls that generated these complaints came through the relay centers that process Nebraska relay calls. However, the State of Nebraska wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.



Please feel free to contact myself at 402 471-0225 (V) or 402 471-0213 (TTY) or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Steven G. Stovall – Staff Accountant/TRS Administrator  
Nebraska Public Service Commission

Enclosures

Cc: Dana Jackson  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room CY-C417  
Washington DC 20554

# **Nebraska Relay Complaint Report**

**6/1/04 to 5/31/05**

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## **External Complaints-- Miscellaneous**

**Inquire Date** 6/1/04  
**Record ID** 6675  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Jody Kent  
**Response Date** 6/1/04  
**Resolution** 6/1/04

Customer's son uses the relay and requested his long distance carrier as AT&T, but the calls are not going through. Customer Service suggested that he contact AT&T. Customer spoke with AT&T who told the customer that the calls should go through.

Lead CA had the customer call the relay at 711 and try to place a long distance call. Customer received the AT&T number to call for account information. Customer then called the AT&T number and everything is now working properly. Customer was satisfied.

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## **External Complaints-- Miscellaneous**

**Inquire Date** 6/4/04  
**Record ID** 6680  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 6/4/04  
**Resolution** 6/4/04

Customer has a long distance restriction on his/her number, but keeps receiving large bills from AT&T through relay.

Customer Service explained that if the customer's number is blocked from long distance then the relay would receive a recording stating that information that a long distance call could not be placed. Customer Service informed the customer that he/she would need to notify their carrier that the long distance block on their telephone is not working correctly. Customer understood.

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## **External Complaints-- Miscellaneous**

**Inquire Date** 6/16/04  
**Record ID** 6693  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 6/16/04  
**Resolution** 6/16/04

Customer is having problems with home phone line.

Customer Service referred the customer to their local phone company. Customer was satisfied.

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## **External Complaints-- Miscellaneous**

**Inquire Date** 6/16/04  
**Record ID** 6751  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 6/16/04  
**Resolution** 6/16/04

Customer is having difficulties using her Pocket VCO with her new cell phone.

Customer Service explained that the phone must be set in VCO mode, or if there is no VCO mode, the cell phone would need to be set in TTY mode. Customer Service further explained to make sure the Pocket VCO is tight over the ear piece. In addition, the customer may want to experiment and see what model of telephone works best with the Pocket VCO. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 7/20/04  
**Record ID** 6909  
**Call Taken By** Customer Service Rep  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 7/20/04  
**Resolution** 7/20/04

Customer was upset because Hamilton is contracting with so many companies to offer all of new wireless devices for the Deaf to use. Customer wanted to know if Nebraska was the first state that Hamilton had the relay for and why would they not offer these services here first.

Customer Service explained to customer that it is up to the user on what equipment they choose to use for wireless devices. Unfortunately, the coverage for those devices and the areas where they can be used is not decided by Hamilton but by the company that is providing the wireless service. Customer Service explained that Hamilton provides the services everywhere for those who are able to receive signal in the coverage area for the devices. Customer understood but was still upset.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 7/29/04  
**Record ID** 6916  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Mila Simmons  
**Response Date** 7/29/04  
**Resolution** 7/29/04

Customer had the CA dial Directory Assistance for a number in Florida and for the CA to dial the number. It was not the correct person and the customer wanted credit for the call.

Supervisor explained that the relay probably would be unable to give credit for the call because the CA did dial the number instructed. Supervisor explained that the customer would need to send the bill to relay after receiving it in the mail, so we could determine if a credit could be issued. Customer understood. No bill was received from the customer.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 8/3/04  
**Record ID** 6920  
**Call Taken By** Customer Service Rep  
**CA Number**  
**Responded By** Tina/Barb  
**Response Date** 8/3/04  
**Resolution** 8/3/04

Customer would like to make a change to current profile. Customer would like to switch her long distance carrier from AT&T and Qwest to Huntel. Customer had spoken with Huntel and they stated that at this time they are not a carrier for relay calls, but would look into the possibility of becoming one.

Customer Service informed the caller that Huntel did not participate in carrier of choice through the relay. Customer stated they would call Huntel and then call back to the relay. In late October, Huntel did become a participating carrier of the relay. Customer was informed and a profile set up through relay.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 8/5/04  
**Record ID** 6947  
**Call Taken By** Customer Service Rep  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 8/5/04  
**Resolution** 8/5/04

Customer stated that he works for the Nebraska Commission for the Deaf and Hard of Hearing and had a client contact him. Customer feels this could be a discrimination issue. Client would like to use Huntel and she was informed by the relay that Huntel is not a participating carrier through relay.

Customer Service informed the customer of the steps that are necessary for a long distance provider to become a provider through the relay. In late October, Huntel became a participating carrier through relay.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 10/18/04  
**Record ID** 7706  
**Call Taken By** Supervisor  
**CA Number** 7636  
**Responded By** Tina  
Collingham/Wayne Heinerman  
**Response Date** 10/18/04  
**Resolution** 10/18/04

Customer was upset as CA's typing was very slow and CA would not clarify the spelling of a name. Customer asked for a Supervisor or to change to a different CA, but did not receive either. CA was very rude through the entire call.

Supervisor stated that she was sure there was no CA number like that in any of the Hamilton Centers that matched, but would have the Customer Service Representative check into this. Customer Service returned a call to the customer to inform the customer that according to the CA number this was not a CA that worked for the Nebraska Relay and that the technical department did not find any record of the call that was in question in our system. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 12/13/04  
**Record ID** 7969  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 12/14/04  
**Resolution** 12/15/04

Customer uses the relay everyday to place a call from her cell phone number. The customer is complaining because when she is in the Lincoln or Omaha area and dials 711 from her cell phone, she reaches the Texas relay. If she is in Adams county and dials 711 from her cell phone, she reaches the Iowa Relay. Customer stated that both of these relays are placing her call from her Nebraska cell phone number to the Nebraska number that she is calling. Customer has a Sprint PCS telephone.

Supervisor stated that this information would be forwarded to the technical department. Customer was satisfied. Customer Service called the customer to acquire the calling information for the calls that the customer was placing. Customer Service stated that if the customer would like to use the Nebraska Relay she could call the 800 voice number to reach the relay direct. Customer stated that she thought about using this number too and dialed the Nebraska Relay Voice number and reached the Texas relay who in turn placed her call. Customer Service stated that this information would be forwarded to the Relay Managers and also reported to the Public Service Commission. Customer was satisfied and stated that she would be calling the Public Service Commission office as well. Customer is now able to place calls directly using 711 and reaches the Nebraska Relay Service.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 12/23/04  
**Record ID** 8057  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 12/27/04  
**Resolution** 12/28/04

Customer was upset as the CA she had was very rude and not understanding at all. Customer stated that the CA was speaking very fast and she could not understand what the CA was saying. Due to a lot of background noise, the customer missed the message from the doctor and wanted the CA just to repeat the doctor's name. Customer informed the CA that she could not hear her, but CA just kept typing everything to caller and did not repeat the conversation or make any effort to help the customer understand what was being said.

Customer Service apologized that this happened and explained that the CA should have typed to the user that the customer could not hear her and should have repeated the conversation. Customer Service stated that she would try to find out which CA handled this call, so the CA could be counseled on this issue. Customer was satisfied. The technical department was given the call information and was unable to find a call placed through any of the Hamilton Relay Centers.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 1/26/05  
**Record ID** 8410  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 1/26/05  
**Resolution** 1/26/05

Customer had questions about his MYTTY software and computer problems.

Customer Service directed the customer to his computer technical support. Customer was satisfied.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 1/27/05  
**Record ID** 8412  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 1/27/05  
**Resolution** 1/27/05

Customer is having problems with his computer and webcam.

Customer Service directed the customer to contact technical support for his computer.  
Customer was satisfied.

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**Service Complaints--CA  
Accuracy/Spelling/Verbatim**

**Inquire Date** 10/20/04  
**Record ID** 7705  
**Call Taken By** Supervisor  
**CA Number** 3088  
**Responded By** Christa  
Cervantes/Brenda Malsbury  
**Response Date** 10/20/04  
**Resolution** 10/20/04

Customer was upset that the CA had very poor typing and made several typing errors by leaving out words or putting in question marks.

Lead Supervisor stated that the CA would be counseled and evaluated on her typing speed and accuracy. Customer was satisfied. CA was counseled. CA's last typing test score was 84 WPM with 97 % accuracy.

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**Service Complaints--CA  
Misdialed Number**

**Inquire Date** 10/26/04  
**Record ID** 7753  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 10/27/04  
**Resolution** 10/28/04

Customer was calling in for her daughter who had received a bill from AT&T for placing a call to a Qwest 800 number. Customer wanted to know why a 402 area code number showed up on the bill, when the number dialed was an 800 number.

Customer Service explained that this could have been an error on the relay's part and asked the customer to fax a copy of the bill to Customer Service. Customer Service returned a call to the customer to inform her that it was an error on the relay's part and apologized for the inconvenience. Customer Service explained that the customer would need to pay the bill, but the Relay will mail her a check to cover that portion of the bill. Customer understood. A check was mailed to the customer.

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**Service Complaints--  
Confidentiality Breach**

**Inquire Date** 7/19/04  
**Record ID** 6905  
**Call Taken By** Customer Service  
**Rep**  
**CA Number** 1158  
**Responded By** Tina/Barb/Dixie  
**Response Date** 7/19/04  
**Resolution** 7/30/04

Customer called with two complaints. The first complaint was a CA gave the incorrect number to call for Customer Service. The second complaint was that the Hamilton Contact Center called two times without relay and the customer wanted to know why the relay gave the Contact Center her number. The representative from the Contact Center said they had received the customer's number from the relay.

Customer Service verified the numbers for the relay and also went on to explain to the customer that the relay does not give out numbers or names. Customer Service said the relay would follow up with the Contact Center and let the customer know what was discovered. Customer Service e-mailed Contact Center personell and Relay Vice President with this information. The Contact Center personell talked to the representative that had taken the call and he said that he did not tell the customer the relay had given him the number. The representative is very aware of the importance of relay confidentiality. Customer Service returned a call to the customer and explained what the Contact Center had said and also to let them know that the relay did not give out her number. Customer understood.

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date*** 2/2/05  
***Record ID*** 8330  
***Call Taken By*** Customer Service Rep  
***CA Number***  
***Responded By*** Tina Collingham/Diane Taylor  
***Response Date*** 2/2/05  
***Resolution*** 2/3/05

Customer has been having a lot of problems with the Nebraska Relay CAs not following procedure. Customer was upset that when either she or her husband or friends say "GA to SK" the CA states, "Your party has disconnected". This has been the center of much confusion and hurt feelings for some of her relay calls. The customer was very complimentary of the relay and loves the service but this problem had just started happening. Customer also indicated that some of her deaf friends have stopped using the relay because of the service that was received when a call was placed. Customer did want to point out that a CA had done a wonderful job on a previous call.

Customer Service apologized that this is happening and stated to the customer anytime there is a problem to contact Customer Service. Customer was satisfied. Customer Service passed this information to the Assistant Operations Manager of the Nebraska Relay Center and a memo was being sent to all CAs in all Hamilton Centers, stating that "GA to SK" should be voiced as "go ahead or your party is ready to close".

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***Service Complaints--Didn't Follow Policy/Procedure***

***Inquire Date*** 5/6/05  
***Record ID*** 9110  
***Call Taken By*** Operations Mgr  
***CA Number*** 3024  
***Responded By*** Diane Taylor  
***Response Date*** 5/6/05  
***Resolution*** 5/6/05

Customer was upset that when she received a call from the relay. The CA asked for the number to dial instead of informing her that she had a call on the line. CA also stated that her profile did not show up in the system and she has had a profile for years.

Assistant Operations Manager apologized to the customer and stated that the CA is in training will be given further training in regards to this issue. The profile was in the system and the CA was counseled in regards to this issue and monitored frequently.

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***Service Complaints—Fraudulent/Harassment Call***

***Inquire Date*** 6/9/04  
***Record ID*** 6687  
***Call Taken By*** Customer Service Rep  
***CA Number***  
***Responded By*** Tina Collingham  
***Response Date*** 6/9/04  
***Resolution*** 6/9/04

Customer has been receiving fraudulent phone calls through the relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

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***Service Complaints—Fraudulent/Harassment Call***

***Inquire Date*** 6/24/04  
***Record ID*** 6763  
***Call Taken By*** Customer Service Rep  
***CA Number***  
***Responded By*** Barb Handrup  
***Response Date*** 6/24/04  
***Resolution*** 6/24/04

Customer is very upset, due to receiving fraudulent calls through the relay and would like to know why the relay is not working on this issue. Customer would like the relay to find a way to stop the calls or inform the public that these calls are happening.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 7/15/04  
Record ID 6901  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 7/15/04  
Resolution 7/15/04***

Customer has been receiving fraudulent calls through the relay. Customer wanted to know if the relay is aware of these calls and if there is a way to block relay calls from the office number.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 9/16/04  
Record ID 7569  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 9/16/04  
Resolution 9/16/04***

Customer has been receiving obscene phone calls through the relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 9/16/04  
Record ID 7570  
Call Taken By Supervisor  
CA Number  
Responded By Tina Collingham  
Response Date 9/16/04  
Resolution 9/16/04***

Customer had received a harassing call from someone using very profane language.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 11/1/04  
Record ID 7859  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 11/1/04  
Resolution 11/1/04***

Customer has been receiving fraudulent calls through the relay. What can be done to block or trace these calls?

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 11/13/04  
Record ID 7942  
Call Taken By Supervisor  
CA Number  
Responded By Christa  
Cervantes/Tina Collingham  
Response Date 11/4/04  
Resolution***

Customer has been receiving prank phone calls and would like a call back.

Relay Outreach Specialist explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Relay Outreach Specialist suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Relay Outreach Specialist stated that Customer Service would call the customer back. Customer Service contacted the customer and left a message but there has been no further contact from the customer.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 12/4/04  
Record ID 8041  
Call Taken By Supervisor  
CA Number  
Responded By Brenda Malsbury  
Response Date 12/4/04  
Resolution 12/4/04***

Customer has been receiving fraudulent calls through the relay. What can be done to block or trace these calls?

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 12/19/04  
Record ID 8052  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 12/19/04  
Resolution 12/19/04***

Customer would like to block his/her phone number through the relay.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact the local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer hung up.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 12/23/04  
Record ID 8058  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/23/04  
Resolution 12/23/04***

Customer has been receiving calls through the relay and nobody is answering on the other end of the call. Customer would like these calls to stop.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact the local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/10/05  
Record ID 8526  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 2/10/05  
Resolution 2/10/05***

A police officer contacted Customer Service to obtain information for a complaint filed in his office concerning a young woman receiving threatening calls through the relay. The officer was also wondering if there was a way to block the calls.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager explained that if a court order is obtained, then we could release the call information. Officer understood.

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***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 4/7/05  
Record ID 8881  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 4/7/05  
Resolution 4/7/05***

Customer continues to receive calls from a toll free number, but when the customer answers, it is always busy. Customer wants to block this number.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact the local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 4/14/05  
Record ID 8961  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 4/14/05  
Resolution 4/14/05***

Customer has been receiving harassing phone calls but she didn't know from what relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 5/19/05  
Record ID 9199  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 5/19/05  
Resolution 5/19/05***

Customer has been receiving threatening phone calls through the relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 5/19/05  
Record ID 9200  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 5/19/05  
Resolution 5/19/05***

Customer has been receiving fraudulent phone calls through the relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

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***Service Complaints--Improperly  
Handled ASL or Related  
Culture Issues***

***Inquire Date 8/30/04  
Record ID 7426  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/30/04  
Resolution 8/30/04***

Customer wondered exactly what type of service was available through the relay's Spanish line. Customer was disappointed that the Spanish relay service only did Spanish to Spanish relay and not Spanish to English or English to Spanish. Customer wondered how she is supposed to call her Spanish client through the relay when she does not type Spanish herself?

Customer Service explained the Spanish Relay number is for Spanish to Spanish relay calls only and not Spanish to English or English to Spanish. Customer Service stated the customer's concerns would be passed on to the Operations Manager. Customer Service referred the customer to AT&T or MCI Relay to place a Spanish to English call. Customer understood.

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***Service Complaints—  
Ringling/No Answer***

***Inquire Date 8/30/04  
Record ID 7487  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 8/30/04  
Resolution 8/30/04***

Customer dialed 711 and a CA did not answer the call. Customer hung up and tried calling again for an hour with no answer from a CA. Customer refused to give a name or contact number.

Center Manager apologized for the slow answer time and explained that if a relay user holds on the line the call usually will be answered quicker than hanging up and calling in again. Center Manager stated that the goal of the relay is to not have customers of the relay waiting for long periods of time, but sometimes the relay is very busy. Customer understood. Hamilton answered 94 % of all calls in 10 seconds on 8/30/04.

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***Service Complaints—  
Ringling/No Answer***

***Inquire Date 2/4/05  
Record ID 8521  
Call Taken By Program Mgr  
CA Number  
Responded By Christa Cervantes  
Response Date 2/7/05  
Resolution 2/7/05***

Customer complained that she could not reach the relay as the phone just kept ringing and ringing. Customer stated that she had called five times in five minutes.

Outreach Specialist apologized to the customer and stated that the relay had been very busy this morning. Customer understood. Hamilton answered 95% of all calls in 10 seconds on 2/4/05.

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***Service Complaints—  
Ringling/No Answer***

Customer would like to know how many CAs were on the phones. Customer has not been able to get through to place a call.

***Inquire Date 2/22/05  
Record ID 8535  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 2/22/05  
Resolution 2/22/05***

Assistant Operations Manager explained that the phone lines had been very busy. Assistant Operations Manager explained to the customer to try and place the call again and thanked the customer for using the relay service. Customer understood. Hamilton answered 93% of all calls in 10 seconds on 2/22/05.

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***Technical Complaints--711  
Problems***

Customer was having troubles connecting to the relay to place a call. Customer called back later and had still been unable to connect to the relay.

***Inquire Date 9/27/04  
Record ID 7611  
Call Taken By Supervisor  
CA Number  
Responded By Tina Collingham  
Response Date 9/27/04  
Resolution 9/27/04***

Supervisor was unaware of any problems with the relay at that time, but said it would be checked and asked the customer to try placing the call again. Supervisor stated that if the customer was still unable to connect to the relay to please call right back to Customer Service. Customer was satisfied. Customer Service received a call back from the customer. The technical department had been contacted about the issue. Customer Service informed the customer that the relay was experiencing technical difficulties and to please try her call back. During repair time, relay calls were temporarily routed to the Louisiana Relay Center.

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***Technical Complaints--Carrier  
Choice not Available/Other  
Equal Access***

Customer stated that her son uses HCO and used to have a profile on his old number. Customer stated that her son will contact the relay with his new telephone number. Customer stated that she is trying to get her son connected with Time Warner for long distance and local service.

***Inquire Date 5/16/05  
Record ID 9120  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 5/17/05  
Resolution***

Lead CA explained how to place and receive an HCO call through the relay, but informed the customer to call Customer Service and speak to her about the carrier issue. Customer contacted the relay and Customer Service explained that at this time Time Warner is not a participating carrier through the relay and explained different options for equipment for her son. Customer was satisfied. As of June 2005, Time Warner is not a participating carrier through relay.

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***Technical Complaints--  
Miscellaneous***

Customer stated that when 711 was dialed to make relay calls no CA answered. Customer is using a cell phone.

***Inquire Date 7/21/04  
Record ID 6911  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 7/21/04  
Resolution 7/21/04***

Lead CA suggested that the customer call back and to ask for the Supervisor. Lead CA watched for the call on the floor and it came right to a workstation. Customer was satisfied.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date** 1/28/05  
**Record ID** 8333  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
Collingham/Wayne Heinerman  
**Response Date** 1/28/05  
**Resolution** 3/17/05

Customer works for a security call center that must send out an 800 number as the automatic number identification. Customer is concerned that the relay can't accept an 800 number as the automatic number identification. How will the ADT customer's be able to contact the center in case of an emergency?

Customer Service stated that she would forward information to the technical department and contact the customer with a resolution. Customer was satisfied. The technical department stated that this was a switch issue and would make the necessary changes to accommodate this request. Before the relay could make the change, the ADT Security Company changed it's switch and this is issue is now resolved.

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**Technical Complaints--  
Miscellaneous**

**Inquire Date** 2/16/05  
**Record ID** 8641  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 2/17/05  
**Resolution** 2/17/05

Nebraska Outreach Coordinator received an e-mail from a customer who was upset that she was unable to reach a CA and had to keep calling back.

Customer Service discovered that the times the customer had called the relay, the relay had experienced a very high call volume. Nebraska Outreach Coordinator e-mailed the customer to explain that the relay was very busy at the time she called. Hamilton answered 99% of all calls within 10 seconds on this day.

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**CapTel--Complaints**

**Inquire Date** 10/19/04  
**Record ID** 7707  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 10/19/04  
**Resolution** 10/19/04

Customer was unhappy with the lag time that she was experiencing when using the CapTel telephone. Customer stated that the CA typing was too slow. Customer also would like to put the 800 number at the front of the manual. Customer would like the relay to create a directory of numbers of those people who have a Hamilton D-Link.

Lead Supervisor explained that there is not a CA typing, when using CapTel. The CA is re-voicing the conversation but apologized for the lag time that she is experiencing using the CapTel telephone. Lead Supervisor told the customer that she would call Ultratec and talk to them about placing the 800 number for a voice person to call in the front of the manual, as well as her technical concern. Lead Supervisor stated that the customer suggestion about a directory would be passed on to the Operations Manager. Customer was satisfied and the information was passed on to Ultratec and the Operations Manager.

---

**CapTel--Connection Issues**

**Inquire Date** 3/07/05  
**Record ID** CT1329  
**Call Taken By** DF  
**CA Number**  
**Responded By** DF  
**Response Date** 3/07/05  
**Resolution Date** 3/07/05

Customer wondered why he/she is getting disconnect/reconnect during calls.

Sent customer information explaining the difference between a CapTel and a traditional phone and why disconnect/reconnect might be occurring, as well as tips to reduce incidence.

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**CapTel--Connection Issues**

**Inquire Date** 4/21/05  
**Record ID** CT1390  
**Call Taken By** KM  
**CA Number**  
**Responded By** KM  
**Response Date** 4/21/05  
**Resolution Date** 4/21/05

Customer wondered why he/she is getting disconnect/reconnect during calls.

Explained to customer why disconnect/reconnect might be occurring and sent tips to reduce their occurrence. Customer will contact local telco for line check. Customer had one call with this incidence-others have been fine.

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June 26, 2006

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 3-C417  
Washington DC 20554  
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006  
CG DOCKET NO. 03-123  
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach

- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down
- *CapTel* Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of several equal access complaints in which the carrier involved is still working to become a carrier through relay.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# **Nebraska Relay 2006 FCC Complaint Report**

**6/1/05 to 5/31/06**

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## **External Complaints—Miscellaneous**

**Inquire Date 06/16/2005**

**Record ID 9518**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 06/30/2005**

**Resolution Date**

Customer called 711 from her cell phone and reached the Kansas Relay. Customer's cell phone provider is Cingular.

Customer Service apologized and explained why this might happen. Customer Service forwarded the information to the technical department. The technical department stated that this was a tower routing issue and the customer needed to contact her carrier. Customer Service contacted the customer and left a message directing the customer to contact her cell phone provider. The technical department has continued to contact the carrier. The issue is still unresolved.

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## **External Complaints—Miscellaneous**

**Inquire Date 06/25/2005**

**Record ID 9525**

**Call Taken By Lead CA**

**CA Number**

**Responded By Tina Collingham**

**Response Date 06/27/2005**

**Resolution Date 06/27/2005**

Customer was upset because the person she reached (the voice user) was rude to her. Customer would like credit for her call.

Lead CA attempted to explain that the relay could not give credit for a phone number and directed the customer to her long distance provider. Customer became very upset and hung up. Customer Service contacted the customer and left a message for the customer to contact the Relay in regards to this issue. There has been no further contact from the customer.

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## **External Complaints—Miscellaneous**

**Inquire Date 06/30/2005**

**Record ID 9538**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 06/30/2005**

**Resolution Date 06/30/2005**

Customer has had difficulties dialing the toll free number. Customer states she dials about half of the number and the line disconnects.

Customer Service stated this probably was an issue with her phone line, as the customer is not able to dial out. Customer Service directed the caller to her carrier. Customer was satisfied.

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## **External Complaints—Miscellaneous**

**Inquire Date 07/26/2005**

**Record ID 9730**

**Call Taken By Supervisor**

**CA Number**

**Responded By Mila Simmons**

**Response Date 07/26/2005**

**Resolution Date 07/26/2005**

Customer stated she had been having trouble dialing to the relay service for some time through a PBX system. Customer started noticing it after a storm turned the PBX system off.

Supervisor suggested speaking to the telephone administrator in her office about making sure the PBX system was set correctly to reach the relay. Customer understood.

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***External Complaints—Miscellaneous***

***Inquire Date 08/09/2005***

***Record ID 9837***

***Call Taken By At the Workstation***

***CA Number***

***Responded By Vicki Hawthorne***

***Response Date 08/09/2005***

***Resolution Date 08/09/2005***

Customer tried to place a call using his cell phone but the number was not identifying to the relay correctly. Customer wondered why the CA did not have his/her profile information.

Lead CA explained to the customer that the number that came into the relay was not the correct cell phone number. Lead CA stated to access the profile remotely the relay would need to know his cell phone number and pin number. Customer Service inquired about the provider information, but customer did not have this information. Lead CA directed the customer to contact his cellular provider in regards to this issue. Customer was satisfied. Customer Service has tried to contact the customer to set up remote access information, but the number that the customer gave is invalid.

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***External Complaints—Miscellaneous***

***Inquire Date 09/16/2005***

***Record ID 10152***

***Call Taken By Lead CA***

***CA Number***

***Responded By Jody Kent***

***Response Date 09/16/2005***

***Resolution Date 09/16/2005***

Customer has been receiving fraudulent calls through the Illinois Relay.

Because the customer stated the calls were coming from another Relay Service Provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

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***External Complaints—Miscellaneous***

***Inquire Date 10/31/2005***

***Record ID 10449***

***Call Taken By Customer Service Rep***

***CA Number***

***Responded By Tina Collingham***

***Response Date 10/31/2005***

***Resolution Date 10/31/2005***

Customer was unable to contact her sister through the relay.

Customer Service dialed the telephone number and reached a recording that stated the number was disconnected. Customer Service suggested contacting her sister's local provider. Customer was satisfied.

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***External Complaints—Miscellaneous***

***Inquire Date 11/03/2005***

***Record ID 10529***

***Call Taken By Lead CA***

***CA Number***

***Responded By Jody Kent/Tina Collingham***

***Response Date 11/17/2005***

***Resolution Date 11/17/2005***

Customer wanted to know how someone that is in jail can place a call to her through the relay collect, so she can connect VCO.

Lead CA explained how a collect call is processed through the workstation and gave the customer the toll free number for the voice person to access the relay. Customer Service returned a call to the customer and explained how to place a call and also directed the customer to the Nebraska Commission for the Deaf and Hard of Hearing as customer indicated the jail was not allowing the person to call her through relay. Customer was satisfied.

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***External Complaints—Miscellaneous***

***Inquire Date 01/21/2006  
Record ID 10875  
Call Taken By Lead CA  
CA Number 3012  
Responded By Tina Collingham  
Response Date 01/25/2006  
Resolution Date 01/25/2006***

Customer has been unable to connect through the relay to his friend. Customer has been reaching a beep and then the line disconnects.

Lead CA forwarded the information to the technical department. The technical department investigated and discovered by placing test calls, that there was a problem with the friend's telephone line. Customer Service notified the customer and explained that the friend would need to contact their local telephone provider. Customer was satisfied.

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***External Complaints—Miscellaneous***

***Inquire Date 04/12/2006  
Record ID 11514  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 04/14/2006  
Resolution Date***

Customer was unable to reach relay when dialing 7-1-1. Customer has Cox Communications as their long distance carrier.

Customer Service explained that Cox Communications is aware of this issue and Customer Service would call when issue was resolved by Cox Communications. Customer was satisfied. Issue resolved by Cox Communication on 4/14/06. Customer Service has attempted several times to return a call to customer but line has been busy.

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***Service Complaints--CA  
Accuracy/Spelling/Verbatim***

***Inquire Date 03/10/2006  
Record ID 11237  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 03/10/2006  
Resolution Date 03/10/2006***

Customer stated that the CA did not read the conversation verbatim.

Customer Service apologized and stated that the CA would be counseled. CA was counseled but customer was still upset.

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***Service Complaints--CA Gave Wrong  
Information***

***Inquire Date 01/02/2006  
Record ID 10853  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 01/03/2006  
Resolution Date 01/03/2006***

Customer attempted to place a call that should have been local. CA stated that the call was a long distance call.

Customer Service had the technical department investigate and discovered that it was CA error. CA assumed that since it was a call to another state, that the call was long distance. CA has been counseled and customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 08/12/2005  
Record ID 9910  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 08/12/2005  
Resolution Date 08/12/2005***

Customer has received fraudulent calls through the relay. Customer wanted to know what can be done about these calls.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then the records could be released to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 01/01/2006  
Record ID 10810  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 01/01/2006  
Resolution Date 01/01/2006***

Customer has been receiving fraudulent calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement, as that is our recommendation under these circumstances. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 04/04/2006  
Record ID 11414  
Call Taken By Lead CA  
CA Number  
Responded By Tina Collingham  
Response Date 04/04/2006  
Resolution Date 04/04/2006***

Customer has been receiving harassing phone calls through the relay and would like them to stop.

Lead CA contacted the customer and explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 04/28/2006  
Record ID 11555  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 04/28/2006  
Resolution Date 04/28/2006***

Customer has been receiving fraudulent telephone calls through the relay and wanted to know what could be done about it.

Assistant Operations Manager contacted the customer and explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

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***Service Complaints--  
Fraudulent/Harassment Call***

Customer has been receiving fraudulent calls through the relay from Canada. Customer wanted to know what can be done about these calls.

***Inquire Date 05/03/2006  
Record ID 11571  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 05/03/2006  
Resolution Date 05/03/2006***

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--Didn't Follow  
Policy/Procedure***

Customer stated that when she tried to place a call through the relay in a local calling area, she was told it was going to be long distance.

***Inquire Date 12/30/2005  
Record ID 10781  
Call Taken By Customer Service Rep  
CA Number 6272  
Responded By Tina Collingham  
Response Date 12/30/2005  
Resolution Date 12/30/2005***

Customer Service apologized and notified the technical department. The technical department discovered that this area was set up to be a local call through the relay and the CA made no attempt to dial the call or send this information to the customer. Customer Service sent an e-mail to the customer apologizing for this issue and stated that the CA had been counseled. Customer was satisfied.

---

***Service Complaints--Didn't Follow  
Policy/Procedure***

Customer was upset because the CA stated they would have to disconnect after 30 seconds of no response while the customer retrieved another number to dial. Customer stated the CA was rude and impatient.

***Inquire Date 01/23/2006  
Record ID 10876  
Call Taken By Operations Mgr  
CA Number 6436  
Responded By Diane Taylor  
Response Date 01/23/2006  
Resolution Date 01/23/2006***

Assistant Operations Manager apologized to customer and stated that the CA would be counseled. Customer was satisfied and CA was counseled on following proper procedures.

---

***Technical Complaints--Connect Time  
(TTY/Voice)***

Customer stated he/she had tried to call 711 and there was no answer. Customer wondered if there was something wrong with the relay.

***Inquire Date 07/18/2005  
Record ID 9716  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 07/18/2005  
Resolution Date 07/18/2005***

Assistant Operations Manager stated that the relay had been busy and asked the customer to please try the call again. Customer understood. Hamilton answered 89% in 10 seconds on this day.

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***Service Complaints--CA Hung Up on Caller***

***Inquire Date 01/02/2006  
Record ID 10854  
Call Taken By Lead CA  
CA Number 3065  
Responded By Tina Collingham  
Response Date 01/03/2006  
Resolution Date 01/03/2006***

Customer stated that the CA typed "busy" and then hung up.

Customer Service forwarded the information to the technical department. The technical department investigated and discovered that the CA did not release the call. Call was released by the customer. Customer understood.

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***Service Complaints—Miscellaneous***

***Inquire Date 05/02/2006  
Record ID 11644  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 05/10/2006  
Resolution Date 05/10/2006***

Customer was upset that the CA did not place a call to her daughter's cell phone, as it did not show a missed call. Customer stated that the number the relay had was not correct.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer did not place a call through relay to that specific number on that day. Customer Service notified customer and verified call information. Customer was satisfied.

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***Technical Complaints--Carrier Choice not Available/Other Equal Access***

***Inquire Date 06/15/2005  
Record ID 9471  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 06/17/2005  
Resolution Date***

Customer requested Time Warner as their long distance carrier. Time Warner is not a participating carrier through the relay.

Customer Service informed the customer that Time Warner is not a participating carrier through the relay, but that the relay is working with Time Warner on this issue. The customer chose to set up a profile with a different carrier until Time Warner is available. Profile was implemented and customer was satisfied. Since that time, Time Warner has become a participating carrier through the relay. Customer Service left a message with the customer regarding the availability of Time Warner. There has been no further contact from the customer.

---

***Technical Complaints--Carrier Choice not Available/Other Equal Access***

***Inquire Date 01/09/2006  
Record ID 10857  
Call Taken By  
CA Number  
Responded By Diane Taylor  
Response Date 01/09/2006  
Resolution Date 01/13/2006***

State Administrator stated that the client is unable to dial long distance through the relay. Client had requested NT&T as their long distance carrier. NT&T was not a participating carrier through the relay.

Assistant Operations Manager stated that NT&T was not a participating carrier through the relay. State Administrator contacted the carrier and referred the carrier to the relay. The technical department worked with the carrier and NT&T is now a participating carrier through the relay.

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***Technical Complaints--Carrier Choice not Available/Other Equal Access***

***Inquire Date 03/14/2006  
Record ID 11344  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 03/15/2006  
Resolution Date 04/05/2006***

Customer requested Great Plains as their long distance carrier. Great Plains is not a participating carrier through the relay.

Customer Service explained that Great Plains was not a participating carrier through the relay. Customer Service set up a profile for the customer. The technical department worked with Great Plains, who is now a participating carrier through the relay. Customer was notified and satisfied.

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***Technical Complaints--Carrier Choice not Available/Other Equal Access***

***Inquire Date 04/19/2006  
Record ID 11512  
Call Taken By Customer Service Rep  
CA Number  
Responded By Barb Handrup  
Response Date 04/20/2006  
Resolution Date***

Customer stated that they are disappointed that they are unable to choose their long distance carrier, Citizens Long Distance, as their carrier through CapTel.

Relay Manager has been in contact with CapTel in regards to this carrier issue. Citizen is not a participating provider with the relay, so relay has also contacted the carrier in regards to becoming a participating provider. Customer Service discovered that Citizens has changed their name to Frontier Communications and spoke to representatives in regards to this issue. Relay is still waiting for a response from the carrier.

---

***Technical Complaints—Miscellaneous***

***Inquire Date 02/08/2006  
Record ID 10978  
Call Taken By Customer Service Rep  
CA Number 3032  
Responded By Tina Collingham  
Response Date 02/08/2006  
Resolution Date***

Customer contacted Customer Service and stated that she had received "crackling" typed to her on a call through the relay. Customer asked if Customer Service heard the noise when the customer called direct. Customer Service did not notice any issues with the call.

Customer Service apologized to the customer and forwarded the information to the technical department. The technical department was unable to discover any problems, but continues to monitor the situation. Customer will contact Customer Service with any further problems. Customer has not experienced this issue again and was satisfied.

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***Technical Complaints—Miscellaneous***

***Inquire Date 05/01/2006  
Record ID 11573  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 05/01/2006  
Resolution Date***

Customer stated they are unable to dial Qwest through the relay.

Customer Service attempted to dial the number and the call went through fine. Customer Service informed customer of the test call and to inquire if customer was receiving a busy signal, but customer disconnected. Customer Service forwarded this information to technicians as it appears the relay is unable to dial Qwest toll free numbers through relay. The technical department continues to work with Qwest to resolve this issue. The relay has found a temporary way to place these calls until the problem is resolved.

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**Technical Complaints--711 Problems**

**Inquire Date 02/23/2006**

**Record ID 11093**

**Call Taken By Lead CA**

**CA Number**

**Responded By Chris Doyle**

**Response Date 02/23/2006**

**Resolution Date 02/28/2006**

Customer stated that she was unable to reach relay using 7-1-1 and had to dial the toll free number.

Lead CA explained that it was possible that the carrier had adjusted their switch and was unaware of the problem. Customer Service investigated and discovered that Alltel had been working on some issues and had not reset the translation number. Issue was resolved by Alltel on 2/28. Customer was contacted and satisfied.

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**Technical Complaints--711 Problems**

**Inquire Date 02/23/2006**

**Record ID 11094**

**Call Taken By Lead CA**

**CA Number**

**Responded By Chris Doyle**

**Response Date 02/23/2006**

**Resolution Date 02/28/2006**

Customer stated that he is unable to reach 7-1-1 through the relay and continues to receive a recording: "Your call cannot be completed as dialed."

Lead CA gave the customer the toll free number to access the relay and stated that the relay had been in contact with Alltel. Alltel was able to resolve this issue on 2/28. Customer was notified and satisfied.

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**Technical Complaints--711 Problems**

**Inquire Date 02/24/2006**

**Record ID 11092**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham/Gary Bussey**

**Response Date 02/24/2006**

**Resolution Date 02/28/2006**

Customer stated she could not dial 711 and get connected to the relay. Customer called back after the test call and stated that she still could not reach 7-1-1 but she could reach the toll free number.

Customer Service explained that 7-1-1 had not been working correctly in that area and that Alltel was aware of the situation. Alltel was able to resolve the issue on 2/28. Customer was notified and satisfied.

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**Technical Complaints--711 Problems**

**Inquire Date 02/28/2006**

**Record ID 11087**

**Call Taken By Customer Service Rep**

**CA Number**

**Responded By Tina Collingham**

**Response Date 02/28/2006**

**Resolution Date 02/28/2006**

Representative was with a customer and they were unable to reach the relay when dialing 7-1-1.

Customer Service explained Alltel was working to resolve a 7-1-1 translation issue and gave customer the toll free number to reach the relay. Alltel resolved the issue on 2/28. Customer was notified and satisfied.

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**Technical Complaints--711 Problems**

**Inquire Date 03/31/2006**  
**Record ID 11359**  
**Call Taken By Lead CA**  
**CA Number**  
**Responded By Danielle Phillips**  
**Response Date 03/31/2006**  
**Resolution Date 03/31/2006**

Customer was having difficulties using 7-1-1. Customer could reach the relay when dialing the toll free number.

Customer declined to give any call information. The technical department investigated but was unable to discover any documented incident and placed test calls and found both lines to be operating correctly.

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**CapTel—Complaints**

**Inquire Date 12/30/2005**  
**Record ID 10780**  
**Call Taken By Program Mgr**  
**CA Number**  
**Responded By Christa Cervantes**  
**Response Date 12/30/2005**  
**Resolution Date 12/30/2005**

Customer stated that when their client had received calls from a cell phone to their CapTel phone, the connection was lost. Customer stated that the client was frustrated that there was no one available to assist in setting up their CapTel phone.

Outreach Specialist explained that the cell phone may have lost signal and the call dropped. Outreach Specialist stated that this information would be forwarded to the National Account Manager. Outreach Specialist stated that any customer that needs help setting up CapTel equipment in their home can contact Customer Service. Customer was satisfied and will inform their client.

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**CapTel—Complaints**

**Inquire Date 02/10/2006**  
**Record ID 11004**  
**Call Taken By Program Mgr**  
**CA Number**  
**Responded By Christa Cervantes/Deb Fortman**  
**Response Date 02/10/2006**  
**Resolution Date 02/10/2006**

Customer stated that her husband uses CapTel and has been unable to dial long distance. When the customer uses the CapTel phone as a hearing party, there are no problems dialing long distance.

Outreach Specialist forwarded this complaint to CapTel Customer Service. CapTel Customer Service contacted the customer and was able to resolve this issue.

---

**CapTel—Complaints**

**Inquire Date 03/29/2006**  
**Record ID 11264**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 03/29/2006**  
**Resolution Date 03/29/2006**

Customer had questions about a bill he received when placing relay calls. Customer was very upset that he received a very high bill the past 2 months from AT&T. Customer stated his carrier is MCI.

Customer Service discovered that the customer uses CapTel service. Customer Service explained why the customer received the bill from AT&T. Customer Service offered to contact CapTel for this customer and set up a profile for his long distance carrier. Customer was satisfied and CapTel was notified of this issue. Customer Service set up a profile with CapTel.

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**CapTel—Complaints**

**Inquire Date 04/03/2006**  
**Record ID 11513**  
**Call Taken By Customer Service Rep**  
**CA Number**  
**Responded By Tina Collingham/Pam**  
**Response Date 04/03/2006**  
**Resolution Date**

Customer stated that she changed phone companies and would like to set up Cox Communications as her long distance carrier through CapTel.

Customer Service stated she would contact Cox Communication for customer and have CapTel contact her. CapTel worked with Cox Communications to become a participating carrier. Customer was contacted by CapTel and customer was satisfied.

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**CapTel—Complaints**

Customer stated she has a client that would like to use Alltel for long distance through the CapTel service.

***Inquire Date 04/18/2006***

***Record ID 11470***

***Call Taken By Customer Service Rep***

***CA Number***

***Responded By Tina Collingham***

***Response Date 04/18/2006***

***Resolution Date 04/19/2006***

Customer Service forwarded this request to CapTel. Customer Service stated that if customer's client receives an incorrect bill through CapTel to have client contact Nebraska Relay. Customer appreciated the help.

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**CapTel—Complaints**

Disconnect/Reconnect during calls

***Inquire Date 12/08/2006***

***Record ID CT 2161***

***Call Taken By Customer Service Rep KM***

***CA Number***

***Responded By KM***

***Response Date 12/20/2005***

***Resolution Date***

Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

---

**CapTel—Complaints**

Disconnect/Reconnect during calls

***Inquire Date 01/04/2006***

***Record ID CT 2227***

***Call Taken By Customer Service Rep KM***

***CA Number***

***Responded By KM***

***Response Date 01/04/2006***

***Resolution Date 01/04/2006***

Advised customer to connect CapTel telephone directly to telephone wall jack rather than to another device. This resolved incidence.

---

**CapTel—Complaints**

Echo Sounds - CapTel user hears

***Inquire Date 02/21/2006***

***Record ID CT 2827***

***Call Taken By Customer Service Rep MMo***

***CA Number***

***Responded By MMo***

***Response Date 02/21/2006***

***Resolution Date 02/21/2006***

Provided customer with suggestions to minimize echo sounds and optimize general sound quality on CapTel phone.

---

**CapTel—Complaints**

Billing – General

***Inquire Date 02/27/2006***

***Record ID CT 2785***

***Call Taken By Customer Service Rep KM***

***CA Number***

***Responded By KM***

***Response Date 02/27/2006***

***Resolution Date 02/27/2006***

Customer unable to make long distance calls (Carrier denying call). Assigned a preferred carrier of choice. This resolved the problem.

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***CapTel—Complaints***

Dialing Issue - Unable to dial regional 800 number

***Inquire Date 03/16/2006***

***Record ID CT 3402***

***Call Taken By Customer Service Rep KM***

***CA Number***

***Responded By KM***

***Response Date 03/16/2006***

***Resolution Date 03/16/2006***

Technical support entered equivalent telephone number into database.

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***CapTel—Complaints***

Disconnect/Reconnect during calls

***Inquire Date 03/21/2006***

***Record ID CT 3613***

***Call Taken By Customer Service Rep DF***

***CA Number***

***Responded By DF***

***Response Date 03/21/2006***

***Resolution Date 03/21/2006***

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

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June 13, 2007

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 3-C417  
Washington DC 20554  
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31, 2007  
CG DOCKET NO. 03-123

Dear Ms. Gregory,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data

- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breech
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find four complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# **Nebraska Relay 2007 FCC Complaint Report**

**6/1/06 to 5/31/07**

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## **External Complaints-- Miscellaneous**

**Inquire Date** 7/19/2006  
**Record ID** 12011  
**Call Taken By** Operations Mgr  
**CA Number**  
**Responded By** Barb  
**Response Date** 7/19/2006  
**Resolution** 7/25/2006

Customer stated that he would like the toll free number to access relay as he is unable to reach 711 in Nebraska when using his cell phone. Customer stated that he has US Cellular as his provider.

Relay Manager gave the customer the toll free number to access the relay. The technical department contacted the cellular provider and worked to correct the translation number for 7-1-1. Customer was notified and satisfied.

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## **External Complaints-- Miscellaneous**

**Inquire Date** 7/19/2006  
**Record ID** 12093  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 7/20/2006  
**Resolution** 7/20/2006

Customer stated that when her son dials to the relay his profile does not appear to the CA.

Customer Service apologized and stated that the technical department would investigate. The technical department discovered that it was a translation issue with the local provider. 7-1-1 calls were directed to the voice 800 number. The technical department worked with the provider and the issue has been resolved. Customer was notified and satisfied.

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## **External Complaints-- Miscellaneous**

**Inquire Date** 9/20/2006  
**Record ID** 12470  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 9/22/2006  
**Resolution** 9/23/2006

Customer stated that each time they dial 7-1-1, their calls are disconnected from the relay and the CAs can not connect to the TTY user.

Customer Service forwarded the information to the technical department. The technical department discovered that the CA attempted to connect to the customer several times but was unable to make a connection. Customer Service contacted the customer to inform them that perhaps there was an issue with their equipment. Customer Service left a message and there has been no return call from the customer.

---

## **External Complaints-- Miscellaneous**

**Inquire Date** 10/5/2006  
**Record ID** 12612  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 10/10/2006  
**Resolution** 10/24/2006

Customer inquired why the CAs would suggest the customer dial a different 800 number, as she stated that 711 is normally dialed.

Customer Service observed a test call from the customer and discovered that the call was identifying as the voice line and 711. Customer Service contacted customer and received their carrier information. Customer Service contacted carrier to reset the translation number for 711 in their system to the correct number. The technicians with Time Warner stated this update could take more than a week to occur and will contact the relay when the update is successful. Customer Service has attempted to contact carrier again in regards to this issue but has not received a message. No further contact in regards to this issue has taken place.

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**External Complaints--  
Miscellaneous**

**Inquire Date** 1/25/2007  
**Record ID** 13192  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 1/29/2007  
**Resolution** 1/29/2007

Customer had reached a recording when placing a call and inquired why.

Customer Service forwarded the information to the technical department. Customer placed a test call which went through. Customer's daughter contacted the relay and stated that she had a Caller ID block removed and her mom was able to reach her. Customer Service thanked the daughter for the information. Customer was satisfied.

---

**External Complaints--  
Miscellaneous**

**Inquire Date** 3/22/2007  
**Record ID** 13541  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/22/2007  
**Resolution** 3/22/2007

Customer received a letter stating there had been a change in their carrier. Customer was confused and stated that they did not want to change carriers.

Customer Service directed the customer to their carrier to speak about this issue. Customer was satisfied.

---

**External Complaints--  
Miscellaneous**

**Inquire Date** 4/25/2007  
**Record ID** 13746  
**Call Taken By** At the Workstation  
**CA Number**  
**Responded By** Chris  
**Response Date** 4/25/2007  
**Resolution** 4/25/2007

Visually impaired customer was attempting to use a calling service, but it was being routed incorrectly to the relay.

Lead CA assisted the customer by reaching directory assistance and directed the customer to contact their local provider about the issue. Customer was satisfied.

---

**Service Complaints--CA  
Misdialed Number**

**Inquire Date** 11/1/2006  
**Record ID** 12738  
**Call Taken By** Customer Service  
**CA Number** 3015  
**Responded By** Kay/Tina  
**Response Date** 11/1/2006  
**Resolution** 11/1/2006

Customer stated that CA dialed the incorrect number after giving the number twice.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/13/2006  
Record ID 12568  
Call Taken By Lead CA  
CA Number  
Responded By Michelle  
Response Date 10/13/2006  
Resolution 10/13/2006***

Customer has been receiving fraudulent phone calls and wondered what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/17/2006  
Record ID 12815  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 11/17/2006  
Resolution 11/17/2006***

Customer has been receiving fraudulent calls through another provider.

Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/6/2006  
Record ID 12884  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 12/6/2006  
Resolution 12/6/2006***

Customer has been receiving prank calls and wondered what to do.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/15/2007  
Record ID 13101  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 1/15/2007  
Resolution 1/15/2007***

Customer has been receiving harassing phone calls and wondered what they could do about them and how to get their number blocked.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 10/13/2006  
Record ID 12567  
Call Taken By Program Mgr  
CA Number  
Responded By Diane  
Response Date 10/13/2006  
Resolution 10/13/2006***

Customer stated that the CA was unable to process a call to Qwest correctly.

Assistant Operations Manager apologized and stated that the CA would be counseled. Call was placed for the customer and customer was satisfied. CA was counseled.

---

***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 12/18/2006  
Record ID 12958  
Call Taken By Supervisor  
CA Number 3022  
Responded By Brenda  
Response Date 12/18/2006  
Resolution 12/18/2006***

Customer stated that the CA used improper tone of voice.

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

---

***Service Complaints--  
Miscellaneous***

***Inquire Date 9/12/2006  
Record ID 12356  
Call Taken By Customer Service  
CA Number 3017  
Responded By Tina  
Response Date 9/12/2006  
Resolution 9/12/2006***

Customer stated that the CA dialed an incorrect 800 number. Customer was attempting to reach Qwest.

Customer Service apologized and stated that the CA would be counseled. Customer was given a different toll free number for Qwest. CA was counseled and customer was satisfied.

---

***Service Complaints--  
Ringin/No Answer***

***Inquire Date 2/12/2007  
Record ID 13301  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/12/2007  
Resolution 2/12/2007***

Customer stated that she had been unable to reach a CA to place a call and wanted to know if something was wrong.

Customer Service apologized and stated that the relay had been very busy and asked that the customer please try their call again. Customer understood. Calls were answered at 88% within 10 seconds for the day.

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**Technical Complaints--Connect  
Time (TTY/Voice)**

**Inquire Date** 6/7/2006  
**Record ID** 11794  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 6/7/2006  
**Resolution** 6/7/2006

Customer stated she was unable to connect to the relay.

Customer Service apologized and stated the relay had been very busy and to please try placing her call again. Customer understood. Calls were answered at 90% within 10 seconds for the day.

---

**Technical Complaints--Connect  
Time (TTY/Voice)**

**Inquire Date** 4/4/2007  
**Record ID** 13706  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/4/2007  
**Resolution** 4/4/2007

Customer needed a test call to check their system at home. Customer stated that she was unable to reach 7-1-1.

Customer Service returned a call through the relay, which worked fine. Customer Service apologized for the wait and stated the relay could have been busy at the time and suggested that the customer try the call again. Customer was satisfied. Average answer seconds for the day was 96% within 10 seconds.

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**Technical Complaints--711  
Problems**

**Inquire Date** 11/22/2006  
**Record ID** 12846  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 11/22/2006  
**Resolution** 11/24/2006

Customer wanted to know how to program her VCO phone for speed dial to the relay. Customer stated that she has been unable to dial 711 from her home.

Customer Serviced explained how to program the relay button on the phone. Customer Service forwarded information to the technical department. The technical department discovered that the number given by the customer as their home number had been disconnected. There was no other information to contact the customer.

---

**Technical Complaints--711  
Problems**

**Inquire Date** 11/30/2006  
**Record ID** 12842  
**Call Taken By** Lead CA  
**CA Number**  
**Responded By** Chris/Gary  
**Response Date** 11/30/2006  
**Resolution** 12/1/2006

Customer stated that she dialed 7-1-1 from her home phone in Des Moines and reached Nebraska Relay. Customer stated that her carrier is Media Com.

Lead CA forwarded the information to the technical department. The technical department has continued to contact Media Com to work on this issue. Customer understood and was also asked to contact Media Com. Media Com corrected the issue.

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**Technical Complaints--711 Problems**

**Inquire Date** 12/23/2006  
**Record ID** 12970  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Jody  
**Response Date** 12/23/2006  
**Resolution** 12/23/2006

Customer stated that his friend has been trying to call 7-1-1 but stated that it was ringing busy. Supervisor explained that 7-1-1 should never ring busy and to please try the call again. Supervisor requested call information for the technical department. Customer did not have the requested information. Customer was satisfied.

---

**Technical Complaints--711 Problems**

**Inquire Date** 1/31/2007  
**Record ID** 13227  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 1/31/2007  
**Resolution** 1/31/2007

Customer wanted to know how to place a call through the relay and stated that 7-1-1 does not work at their office.

Customer Service explained how to place a call and gave the toll free number to reach the relay. Customer Service offered to work with the office telephone administrator to set the 7-1-1 translation number correctly in the office PBX. Customer understood and forwarded the information to the office telephone administrator.

---

**Technical Complaints--Miscellaneous**

**Inquire Date** 12/23/2006  
**Record ID** 13001  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Jody/Tina  
**Response Date** 12/29/2006  
**Resolution** 1/3/2007

Customer stated that there was no response on two relay calls that she had received.

Supervisor forwarded the information to the technical department. The technical department discovered that as the customer was answering, the originator was disconnecting on both calls. Customer was emailed with the information and was satisfied.

---

**Technical Complaints--Miscellaneous**

**Inquire Date** 1/29/2007  
**Record ID** 13218  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 1/29/2007  
**Resolution** 5/10/2007

Customer had difficulties submitting profile information online. Customer requested a paper copy be mailed.

Customer Service apologized and forwarded the issue to the technical department. Profile information was mailed to the customer. Customer was satisfied. The technical department has resolved this issue.

---

**CapTel--Complaints**

**Inquire Date** 7/5/2006  
**Record ID** 11967  
**Call Taken By** Program Mgr  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 7/6/2006  
**Resolution** 7/6/2006

Customer stated that she is unable to place a call using Sprint with her CapTel phone, as she reached a recording that says "Not a preferred customer. Please register your carrier."

Outreach Specialist directed customer to CapTel customer service to update their long distance carrier with CapTel. Customer was satisfied.

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**CapTel--Complaints**

Disconnect/Reconnect during calls

**Inquire Date** 7/7/2006  
**Record ID** 10631  
**Call Taken By** JK  
**CA Number**  
**Responded By** JK  
**Response Date** 7/7/2006  
**Resolution** 7/7/2006

Explained to customer why disconnections might be happening and customer realized that sometimes other people will pick up at another extensions to join in on the call. She will inform others not to do that as she now realizes this breaks the data connection. Advised customer to contact us again if she experiences further problems.

---

**CapTel--Complaints**

Billing - General

**Inquire Date** 9/27/2006  
**Record ID** 16674  
**Call Taken By** LG  
**CA Number**  
**Responded By** LG  
**Response Date** 9/27/2006  
**Resolution** 9/27/2006

Assigned preferred carrier of choice designation to allow caller to make long distance calls to CapTel user.

---

**CapTel--Complaints**

Billing - General

**Inquire Date** 11/14/2006  
**Record ID** 20257  
**Call Taken By** RNW  
**CA Number**  
**Responded By** RNW  
**Response Date** 11/14/2006  
**Resolution** 11/14/2006

Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.

---

**CapTel--Complaints**

Customer stated that his mother's CapTel phone had quit working and wondered what could be done. Customer stated there is no dial tone when calling through the CapTel phone. Customer stated they are able to place calls with a different phone plugged into the wall outlet.

**Inquire Date** 11/27/2006  
**Record ID** 12827  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 11/28/2006  
**Resolution** 11/28/2006

Customer Service explained how to check the line, which was operational. Customer Service explained that the issue could be a hardware issue with the CapTel phone. Customer Service gave the customer the toll free number for CapTel. Customer was satisfied.

---

**CapTel--Complaints**

Billing - General

**Inquire Date** 12/6/2006  
**Record ID** 21838  
**Call Taken By** KM  
**CA Number**  
**Responded By** KM  
**Response Date** 12/6/2006  
**Resolution** 12/6/2006

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

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**CapTel--Complaints**

Disconnect/Reconnect during calls

**Inquire Date** 12/8/2006**Record ID** 22073**Call Taken By** MMo**CA Number****Responded By** MMo**Response Date** 12/8/2006**Resolution** 12/8/2006

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

---

**CapTel--Complaints**

Customer stated that when placing a call through CapTel using a calling card, the call is disconnected.

**Inquire Date** 2/13/2007**Record ID** 13306**Call Taken By** Customer Service**CA Number****Responded By** Michelle**Response Date** 2/13/2007**Resolution** 2/13/2007

Supervisor directed the customer to CapTel customer service for assistance. Customer was satisfied.

---

**CapTel--Complaints**

Billing - General

**Inquire Date** 12/26/2006**Record ID** 23322**Call Taken By** MP**CA Number****Responded By** MP**Response Date** 12/26/2006**Resolution** 12/26/2006

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

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**CapTel--Complaints**

Billing - General

**Inquire Date** 1/30/2007**Record ID** 26511**Call Taken By** MMo**CA Number****Responded By** MMo**Response Date** 1/30/2007**Resolution** 1/30/2007

Discussed need to register long distance carrier of choice with caller and registered voice user accordingly.

---

**CapTel--Complaints**

Service - General

**Inquire Date** 3/5/2007**Record ID** 30039**Call Taken By** KM**CA Number****Responded By** KM**Response Date** 3/5/2007**Resolution** 3/5/2007

Technical problem identified. Resolution provided by network vendor.

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**CapTel--Complaints**

Service - General

**Inquire Date** 3/5/2007  
**Record ID** 29965  
**Call Taken By** TM  
**CA Number**  
**Responded By** TM  
**Response Date** 3/5/2007  
**Resolution** 3/5/2007

Technical problem identified. Resolution provided by network vendor.

---

**CapTel--Complaints**

Customer has been having technical difficulties with CapTel as the phone cuts off during a conversation.

**Inquire Date** 4/13/2007  
**Record ID** 13639  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 4/13/2007  
**Resolution** 4/13/2007

Customer Service directed the customer to CapTel customer service to report this issue.  
Customer was satisfied.

---

**CapTel--Complaints**

Customer stated they have been unable to attain an analog filter for their CapTel phone.  
Customer has a digital line. Customer has contacted their local carrier for a filter, but the carrier currently has no filters in stock.

**Inquire Date** 5/18/2007  
**Record ID** 13932  
**Call Taken By** Customer Service  
**CA Number**  
**Responded By** Tina  
**Response Date** 5/18/2007  
**Resolution** 5/18/2007

Customer Service suggested that the customer contact the Commission for the Deaf and Hard of Hearing, for possible other sources. Customer understood.

---

**CapTel--Complaints**

Billing - General

**Inquire Date** 5/24/2007  
**Record ID** 38037  
**Call Taken By** MMo  
**CA Number**  
**Responded By** MMo  
**Response Date** 5/24/2007  
**Resolution** 5/24/2007

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

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